

Independent Ombudsman

for the

Texas Juvenile Justice Department



Fourth Quarter Report FY 16

June 1, 2016 to August 31, 2016

Introduction:

This report is the fourth Quarterly Report of FY 2016 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the third quarter of FY 16 spanning June 2016 through August 2016.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. Senate Bill 1630, passed during the 84th Legislative Session, expanded those duties to include county post-adjudication facilities and contract facilities where county post-adjudicated youth are placed. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all county post-adjudication facilities and TJJD and county contract care programs. The IO also tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY15	3rd Quarter FY16	FY16 Total
TJJD/Contract Site Visits	207	5	196
County Post Adjudicated/Contract Facility Site Visits	N/A	129	300
Number of Youth Interviewed	1305	1425	3194
Number of Youth Interviews Conducted	3004	1741	5451
Closed Cases	106	40	119

TJJD facilities visited by IO staff during the fourth quarter

Secure Facilities

Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility-*Mart TX*
McLennan Residential Treatment Center-*Mart TX*
Ron Jackson State Juvenile Correctional Complex -*Brownwood TX*

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Brownwood Halfway House-*Brownwood TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Willoughby House-*Fort Worth TX*
York House-*Corpus Christi TX*

Contract Care Facilities

Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Byrd's Therapeutic Group Home-*Houston TX*
G4S Youth Services, LLC-*Brownwood*
Garza County Regional Juvenile Center-*Post TX*
North Texas State Hospital-*Vernon TX*
Pegasus School RTC-*Lockhart TX*
Rite of Passage, Inc-*Granbury TX*
The Giocosa Foundation-*Arlington TX*

Parole

Austin Parole Office
Bell County Parole Region
Dallas Parole Office
El Paso Parole Office
Tyler Parole Region

County post-adjudicated facilities visited by IO staff during the fourth quarter

County Operated

Amador R Rodriguez Boot Camp & Educational Center-*San Benito TX (Cameron County)*
Bell County Juvenile Services Center-*Killeen TX*
Bill Logue Juvenile Justice Center-*Waco TX (McLennan County)*
Brazoria County Juvenile Detention/Residential Treatment-*Angleton TX*
Burnett Bayland Rehabilitation Center-*Houston TX (Harris County)*
Cyndi Taylor Krier Juvenile Correctional Treatment-*San Antonio TX (Bexar County)*
Dallas County Residential Programs and Drug Treatment-*Dallas TX*
Dallas County Youth Village-*Dallas TX*
Denton County Secure Correctional Facility-*Denton TX*
Ector County Youth Center-*Odessa TX*
Fort Bend County Juvenile Leadership Academy-Secure-*Richmond TX*
Grayson County Post-Adjudication Facility-*Denison TX*
Harris County Youth Village-*Seabrook TX*
Hays County Juvenile Post-Detention Center-*San Marcos TX*
H.O.P.E. Academy-*Tyler TX (Smith County)*
Jerry J. Esmond Juvenile Justice Center-*Galveston TX (Dickinson County)*
John R. Roach Juvenile Detention Center-*McKinney TX (Collin County)*
Judge Mario E. Ramirez Jr. Juvenile Justice Center-*Weslaco TX (Hidalgo County)*
Judge Ricardo H. Garcia Regional Juv. Detention-*San Diego TX (Duval County)*
L.I.F.E. & B.R.A.V.E. Residential Program-*San Benito TX (Cameron County)*
Leadership Academy-*Katy TX (Harris County)*
Letot Residential Treatment Center-*Dallas TX (Dallas County)*
Lubbock County Juvenile Justice Center-*Lubbock TX*
Lyle B. Medlock Treatment Facility-*Dallas TX (Dallas County)*
Marzelle Hill Transition Center-*Dallas TX (Dallas County)*
Meurer Intermediate Sanctions Center & Halfway House-*Austin TX (Travis County)*
Mission Road Center-*San Antonio TX (Bexar County)*
Parent Adolescent Center-*Floyddada TX (Floyd County)*
Robert N. Barnes Regional Juvenile Facility-*Corpus Christi TX (Nueces County)*
Rockdale Regional Juvenile Justice Center-*Rockdale TX (Milam County)*
Samuel F. Santana Challenge Program-*El Paso TX (El Paso County)*
The Youth Center of the High Plains-*Amarillo TX (Randall County)*
Van Zandt County Youth Multi-Service Center-*Grand Saline TX*
Victoria Regional Juvenile Justice Facility-*Victoria TX*
Williamson County Academy-*Georgetown TX*
Williamson County Triad/Trinity Programs-*Georgetown TX*

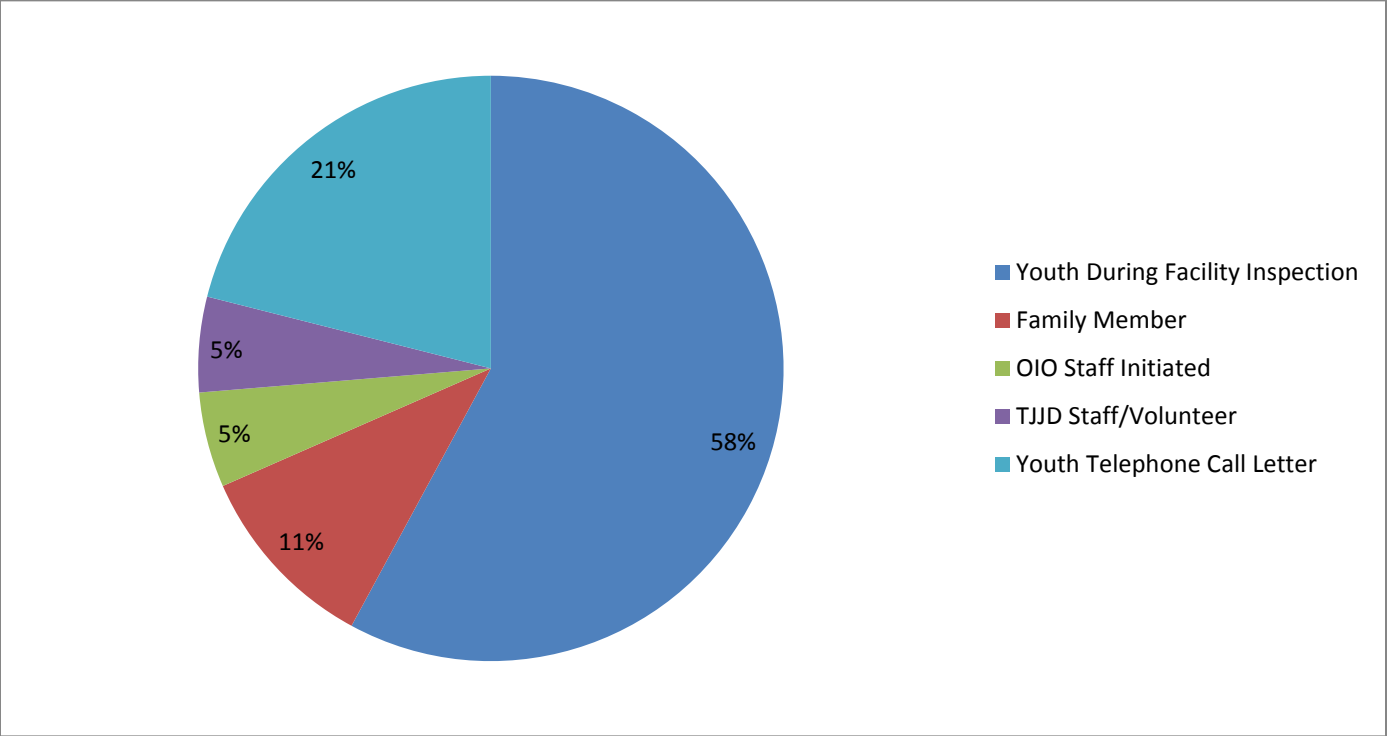
Contract Care Facilities for post adjudicated

Abraxas Hector Garza Center-*San Antonio TX*
Arms of Hope-*Medina TX*
Arms of Hope-*Quinlan TX*
Athletes for Change-*Glenn Heights TX*
Austin State Hospital-*Austin TX*
Azleway Children's Services-*Tyler TX*
Azleway Drug Treatment Program-*Big Sandy TX*
Bridge Emergency Youth Services-*San Antonio TX*
Brookhaven Youth Ranch-*West TX*
Cal Farley's Boys & Girls Ranch-*Amarillo TX*
Center for Success and Independence-*Houston TX*
Cherokee Home for Children-*Cherokee TX*

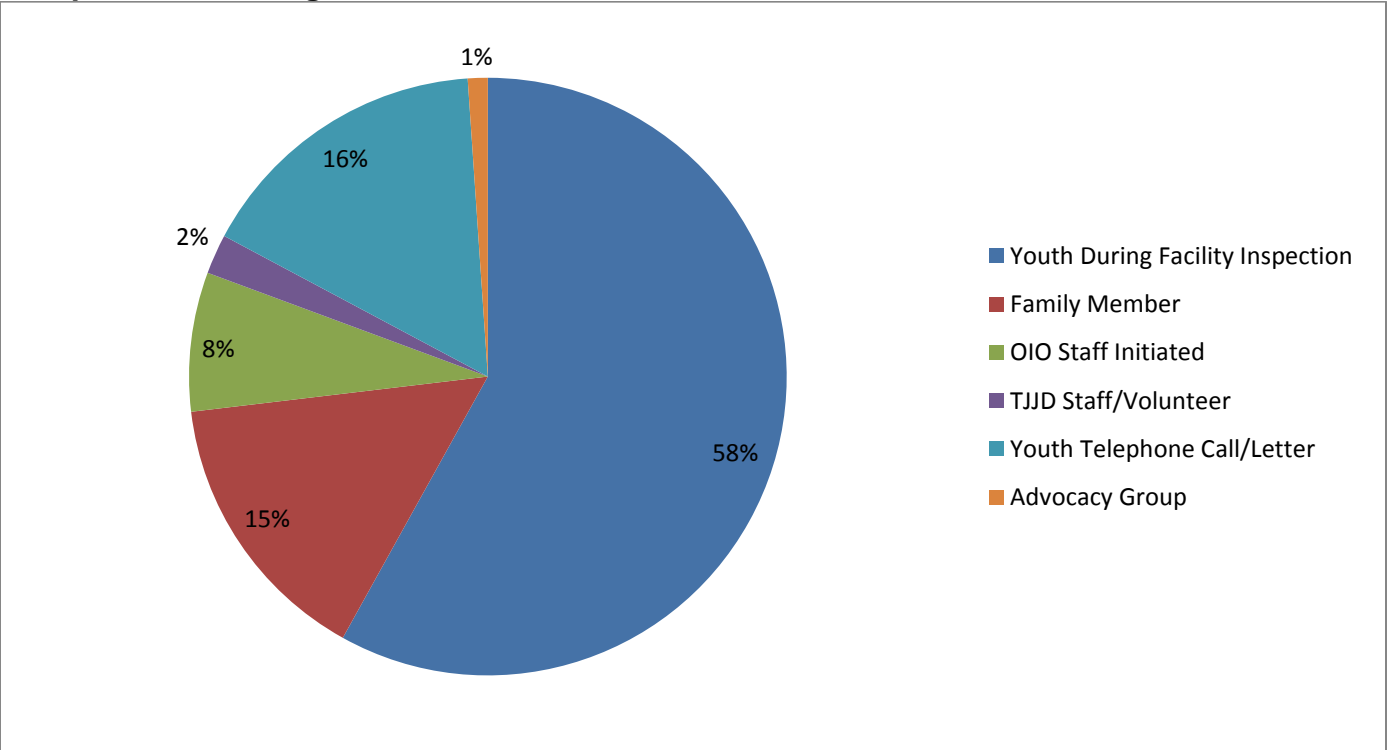
Concho Valley Home for Girls-*San Angelo TX*
Everyday Life RTC-*Bryan TX*
Father Flanagan's Boy's Home-*Boystown NE*
Forest Ridge Youth Services-*Gruver IA*
Foster's Home-*Stephenville TX*
Freedom Place-*Spring TX*
Glenn Mills School-*Glenn Mills PA*
Good Shepherd-*Tomball TX*
Gulf Coast Trades Center-*New Waverly TX*
High Plains Children's Home-*Amarillo TX*
Hill Country Youth Ranch-*Leakey TX*
Krause RTC-*Katy TX*
Lakeside Academy-*Kalamazoo MI*
Laurel Ridge-*San Antonio TX*
Methodist Home-*Waco TX*
Mingus Mountain Academy-*Prescott AZ*
New Encounter RTC-*Corsicana TX*
New Horizons, Audrey Grace House-*Abilene TX*
New Horizons, The Ranch-*Goldthwaite TX*
New Life Children's Home-*Canyon Lake TX*
Pathways Wilderness Program-*Mountain Home TX*
Phoenix House-*Austin TX*
Phoenix House-*Dallas TX*
Renewed Strength RTC-*Houston TX*
Rite of Passage-*Queen Creek AZ*
San Antonio State Hospital-*San Antonio TX*
San Marcos Treatment Center-*San Marcos TX*
Seton Home-*San Antonio TX*
Shamar Hope Haven RTC-*Houston TX*
Sheltering Harbor-*Houston TX*
Shoreline RTC-*Taft TX*
Turning Point-*Spring TX*
Vernon Drug Center-*Vernon TX*
Willoughby Juvenile Services-*Marshall TX*
Willow Bend-*Tyler TX*
Woodward Youth Academy-*Woodward IA*
Youth & Family Enrichment Center-*Tyler TX*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 27 complaints during the fourth quarter, 19 involving TJJD youth and 8 involving county post-adjudicated youth. The IO received 121 complaints during the fiscal year, 93 involving TJJD youth and 28 involving county post-adjudicated youth. The majority of these cases were received directly from the youth during facility inspections.

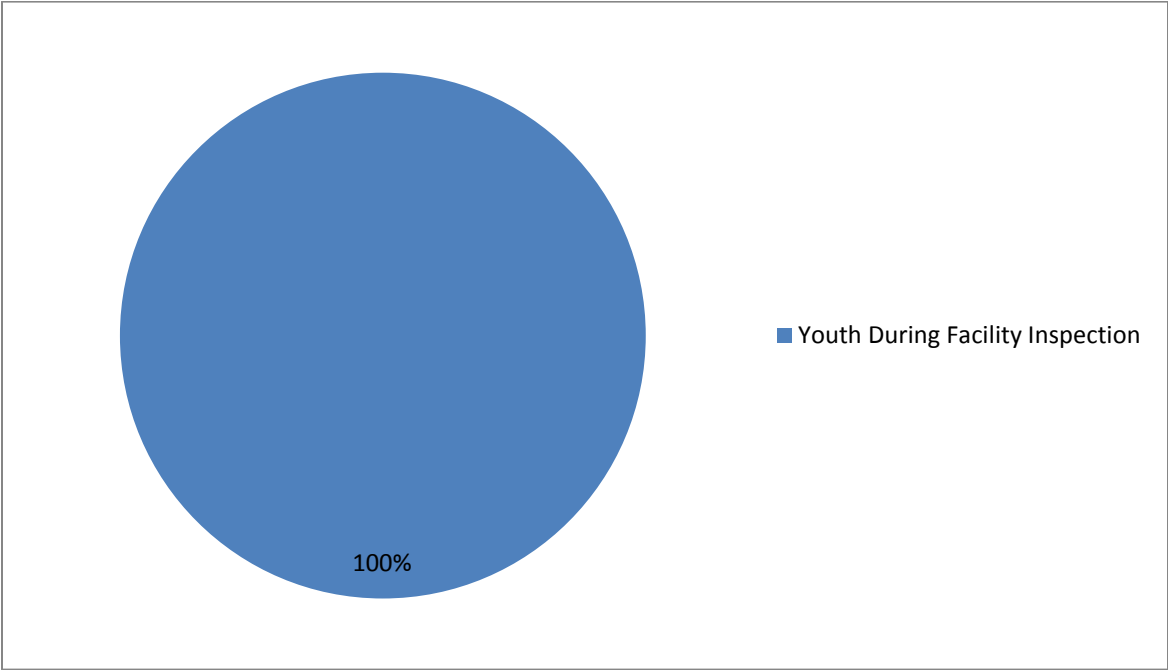
Complaints involving TJJD Youth-Fourth Quarter FY 16



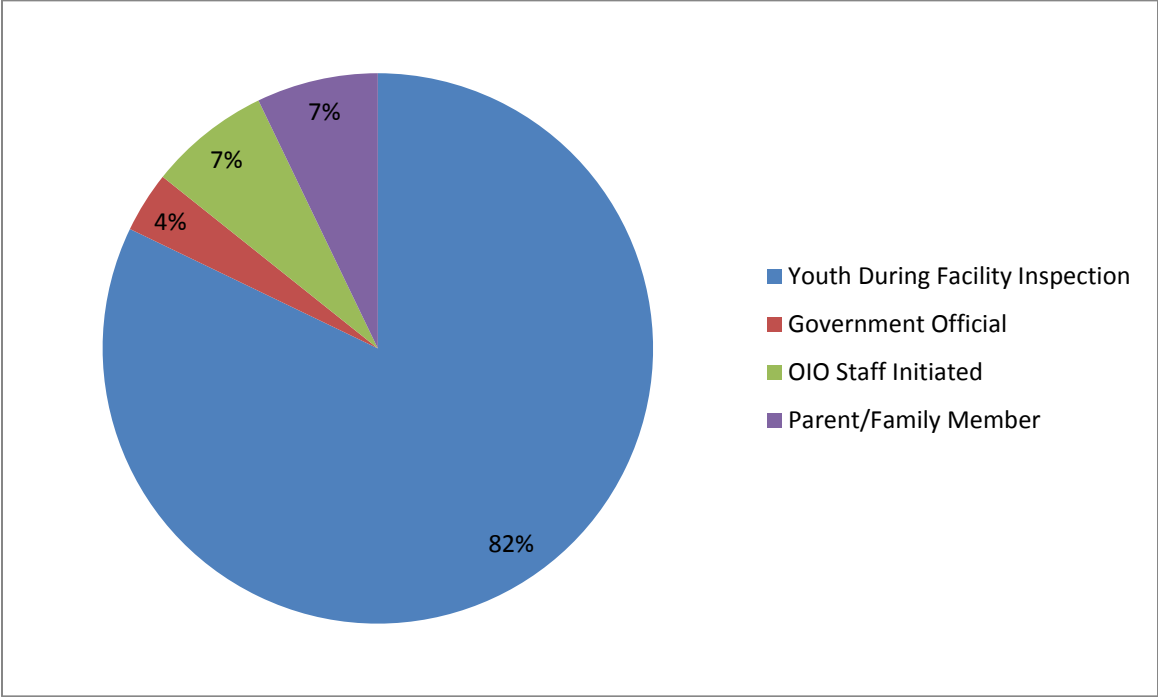
Complaints involving TJJD Youth- FY 16



Complaints involving County Post-Adjudicated Youth-Fourth Quarter FY 16



Complaints involving County Post-Adjudicated Youth-FY 16



Complaints Received by Facility

Complaints Involving TJJD Youth-Fourth Quarter FY 16

	Total for Facility	Conextions	Facility Conditions Education	MLOS/Release Date Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
Evins RJC	4			2				1	1			
Gainesville State School	1				1							
Giddings State School	2								1	1		
McFadden Ranch	2			1				1				
McLennan County SJCF	7				3			1	1		2	
McLennan Phoenix Program	1				1							
Ron Jackson SJCF	1								1			
York House	1				1							

Complaints Involving TJJD Youth-FY 16

	Total for Facility	Conextions	Facility Conditions Education	MLOS/Release Date Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
AMIKids, dba Rio Grande Valley	1			1								
Ayres House	1					1						
Evins RJC	12			3	2			1	6			
Gainesville State School	3		1	1	1							
Garza County RJC	2			1				1				
Giddings State School	7			3	1				2	1		
MdFadden Ranch	2			1				1				
McLennan County SJCF	39			1	3	15		1	8	5	1	5
McLennan Phoenix Program	4				2			2				
McLennan RTC	9		1	1						4	1	2
North Texas State Hospital	1				1							
Parole Region North	1		1									
Ron Jackson Young Male Program	1									1		
Ron Jackson SJCF	5			3						2		
York House	5				1	2		2				

Complaints Involving County Post-Adjudicated Youth-Fourth Quarter FY 16

	Total for Facility	Education	Medical	Safety Concerns
Azleway Children's Services-Tyler	1			1
Jerry J. Esmond Juvenile Justice Center	1	1		
Lake Granbury Youth Services	1		1	
Meurer Intermediate Sanctions Center & Halfway House	4		4	
Victoria Regional Juvenile Justice Facility	1		1	

Complaints Involving County Post-Adjudicated Youth- FY 16

	Total for Facility	Education	Facility Conditions	Medical	Other	Probation	Safety Concerns	Staff Conduct
Amador R Rodriguez Boot Camp & Educational Center	2				2			
Azleway Children's Services-Tyler	1							1
Brazoria County Juvenile Detention/Residential Treatment	3				2	1		
Clarinda Academy-Iowa	1							1
Cyndi Taylor Krier Juvenile Correctional Treatment	1							1
Jerry J. Esmond Juvenile Justice Center	2		1					1
John R. Roach Juvenile Detention Center	2				2			
Judge Ricardo H. Garcia Regional Juv. Detention	1				1			
Lake Granbury Youth Services	1				1			
Lyle B. Medlock Treatment Facility	1				1			
Meurer Intermediate Sanctions Center & Halfway House	7			1	6			
New Life Children's Home	1				1			
Pathways Wilderness Program	1						1	
Pegasus	1					1		
Shoreline RTC	1				1			
St. Peter/St. Joseph Emergency Shelter	1						1	
Victoria Regional Juvenile Justice Facility	1				1			

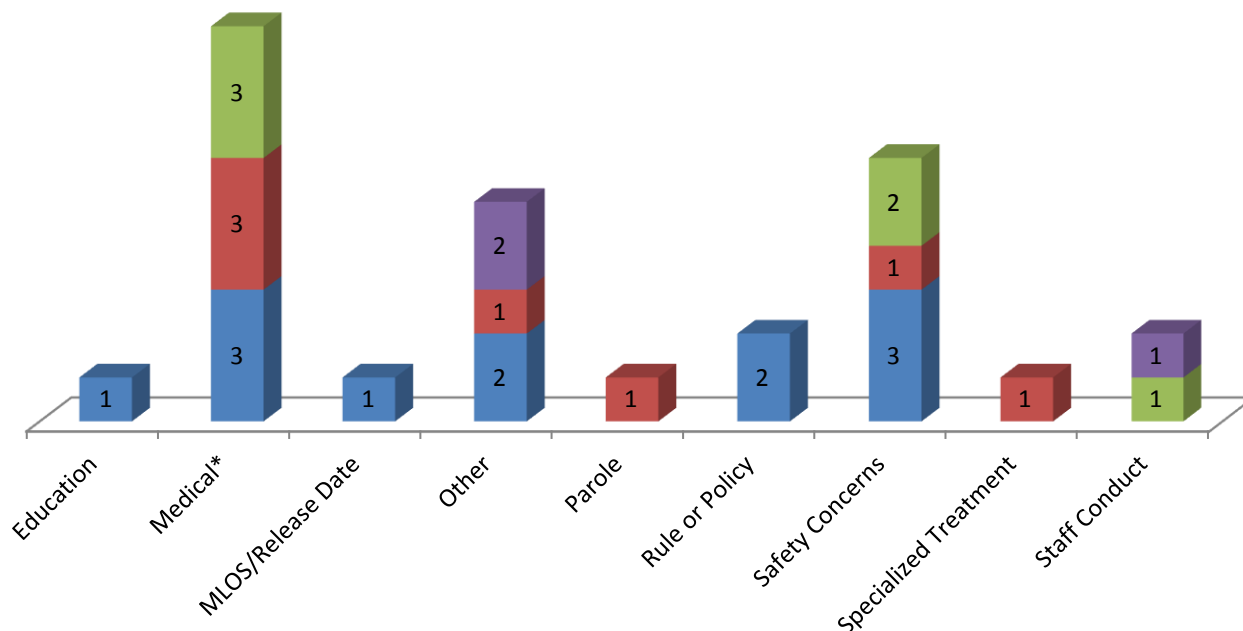
Closed Cases

The IO closed 40 cases in the fourth quarter, 28 involving TJJD youth and 12 involving county post-adjudicated youth. During FY 16, the IO closed 95 cases involving TJJD youth and 24 involving county post-adjudicated youth. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

COMPLAINT TYPE & DISPOSITION-FOURTH QUARTER FY 16

Involving TJJD Youth

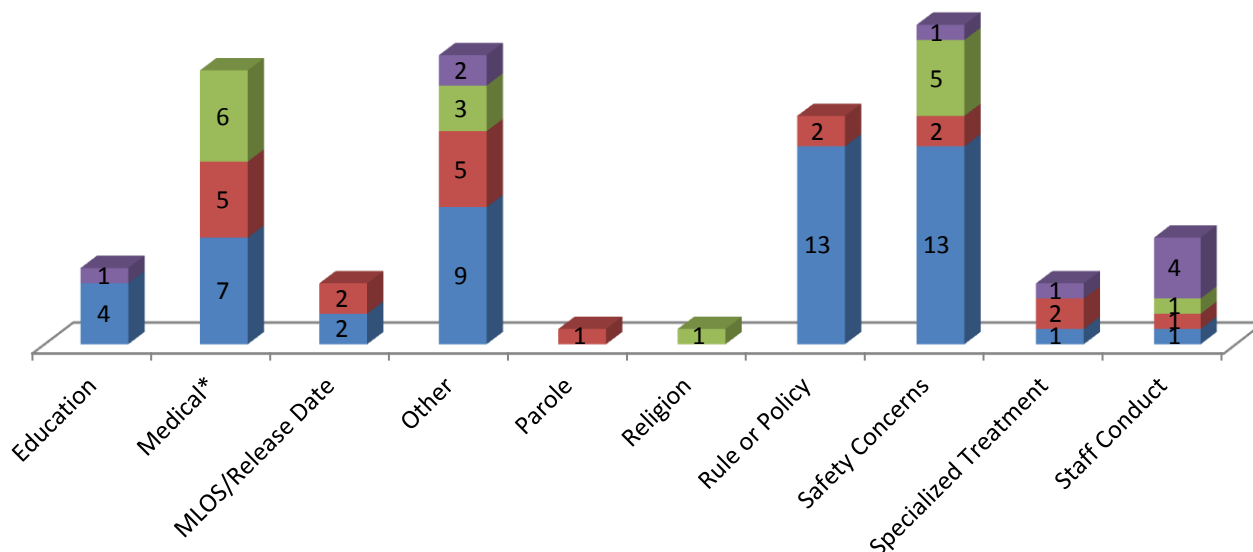
Valid-not within OIO scope Investigated-not able to determine Unfounded Founded



COMPLAINT TYPE & DISPOSITION-FY 16

Involving TJJD Youth

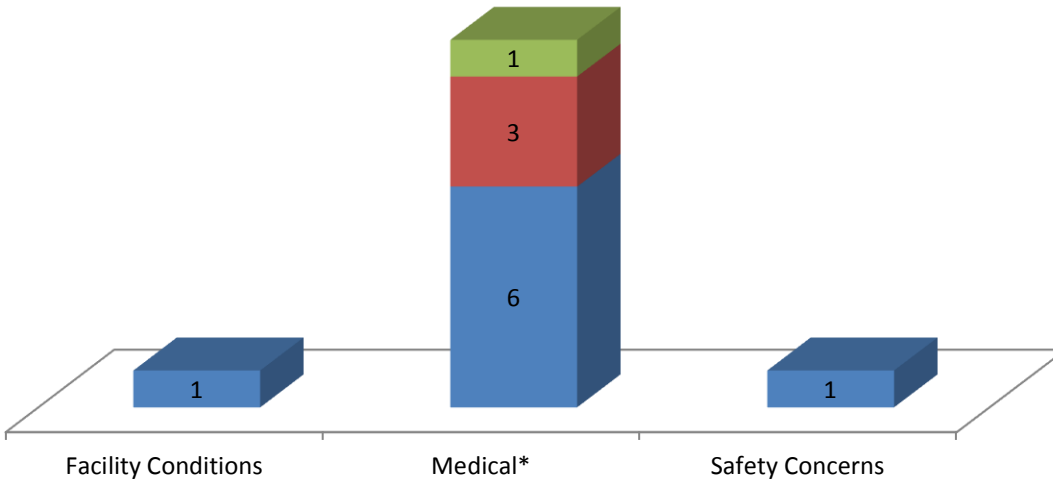
Valid-not within OIO scope Investigated-not able to determine Unfounded Founded



* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

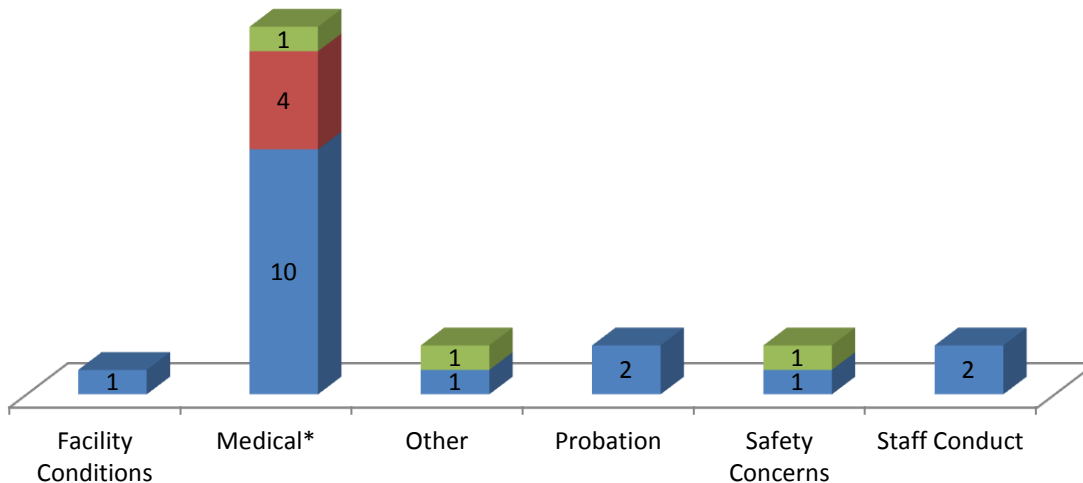
**COMPLAINT TYPE & DISPOSITION-FOURTH QUARTER FY 16
Involving County Post-Adjudicated Youth**

■ Unfounded ■ Investigated-Unable to Determine ■ Founded



**COMPLAINT TYPE & DISPOSITION-FY 16
Involving County Post-Adjudicated Youth**

■ Unfounded ■ Investigated-Unable to Determine ■ Founded

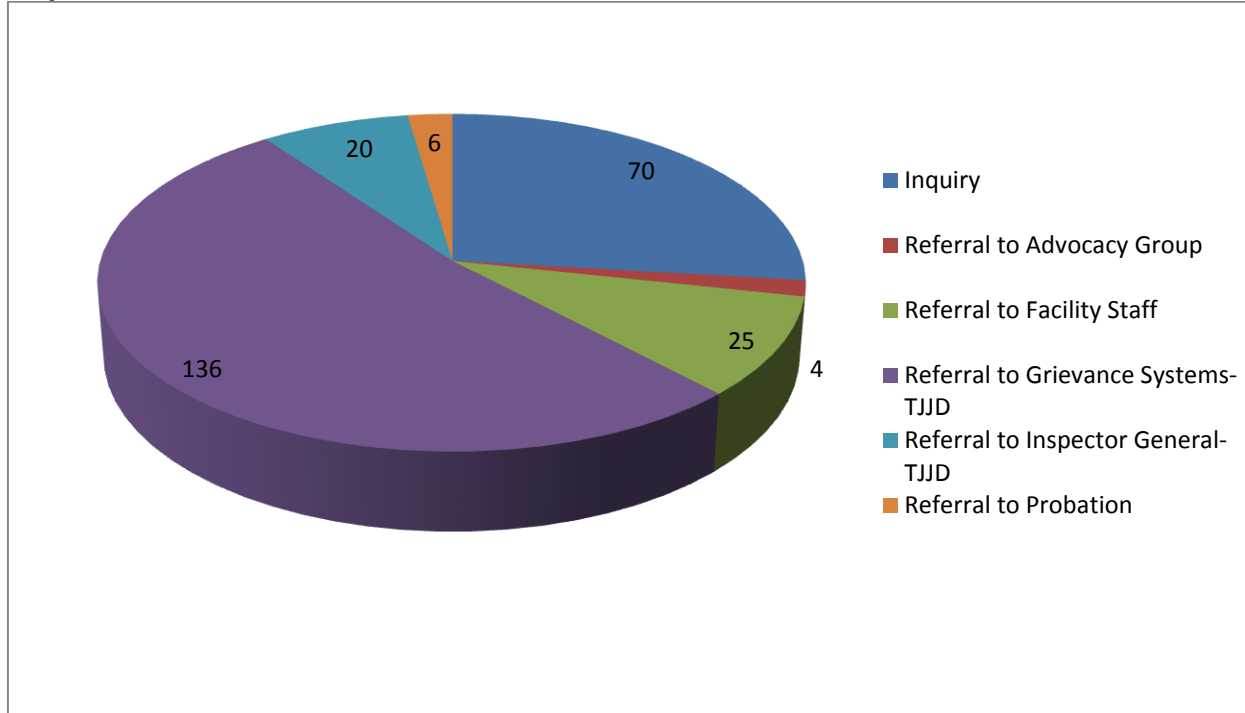


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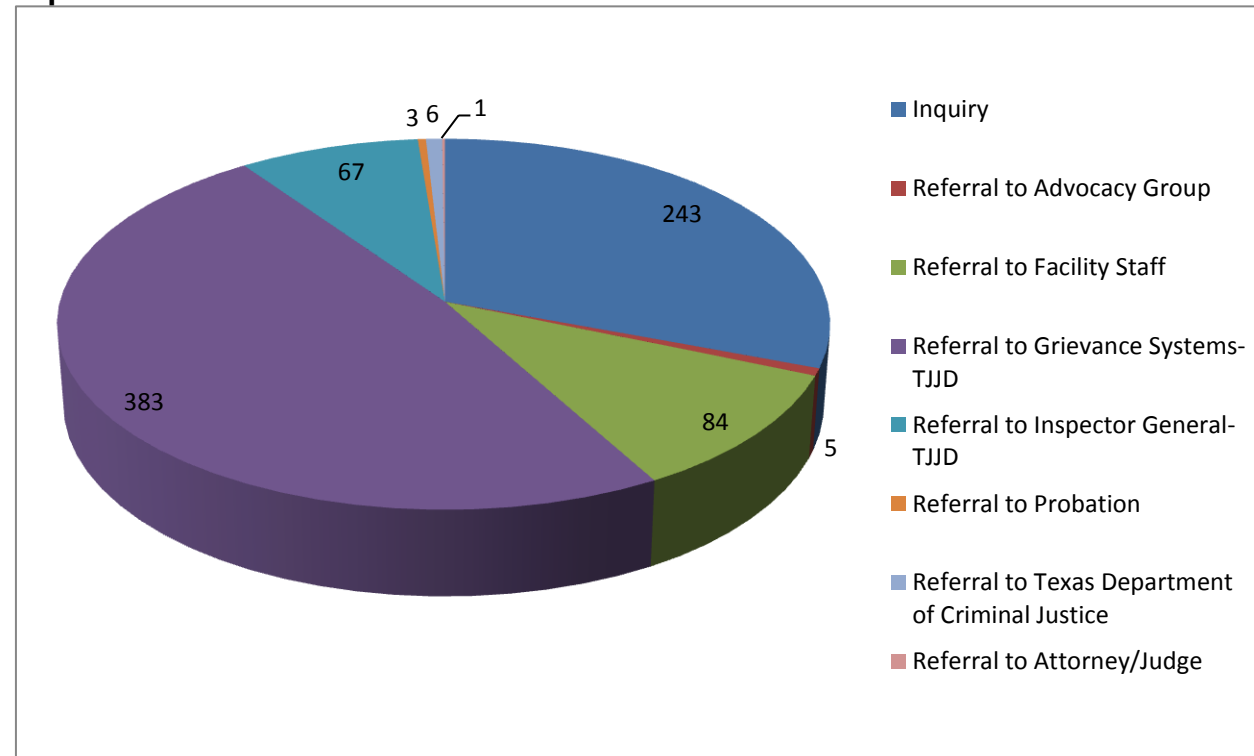
Inquiries and Referrals

In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 304 inquiries and referrals during the fourth quarter, 261 related to TJJD and 43 related to County Post-Adjudicated facilities. During FY 16, the IO received 874 inquiries and referrals, 792 related to TJJD and 82 related to County Post-Adjudicated facilities.

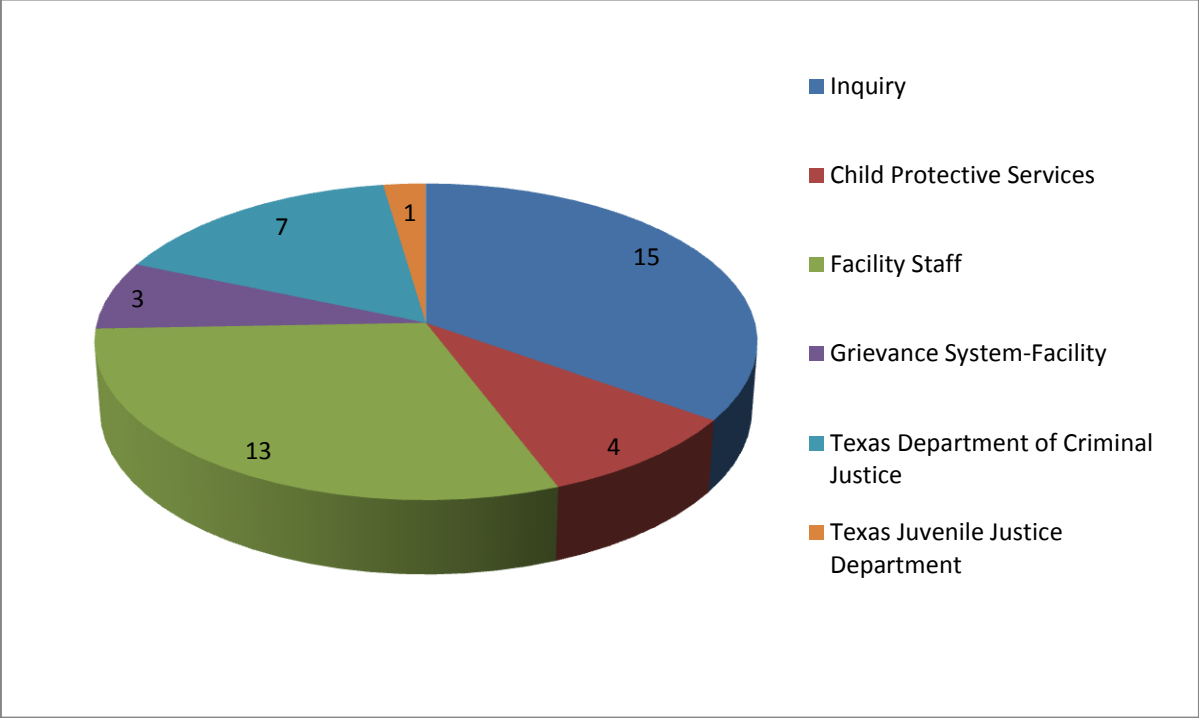
Inquiries/Referrals for TJJD-Fourth Quarter FY 16



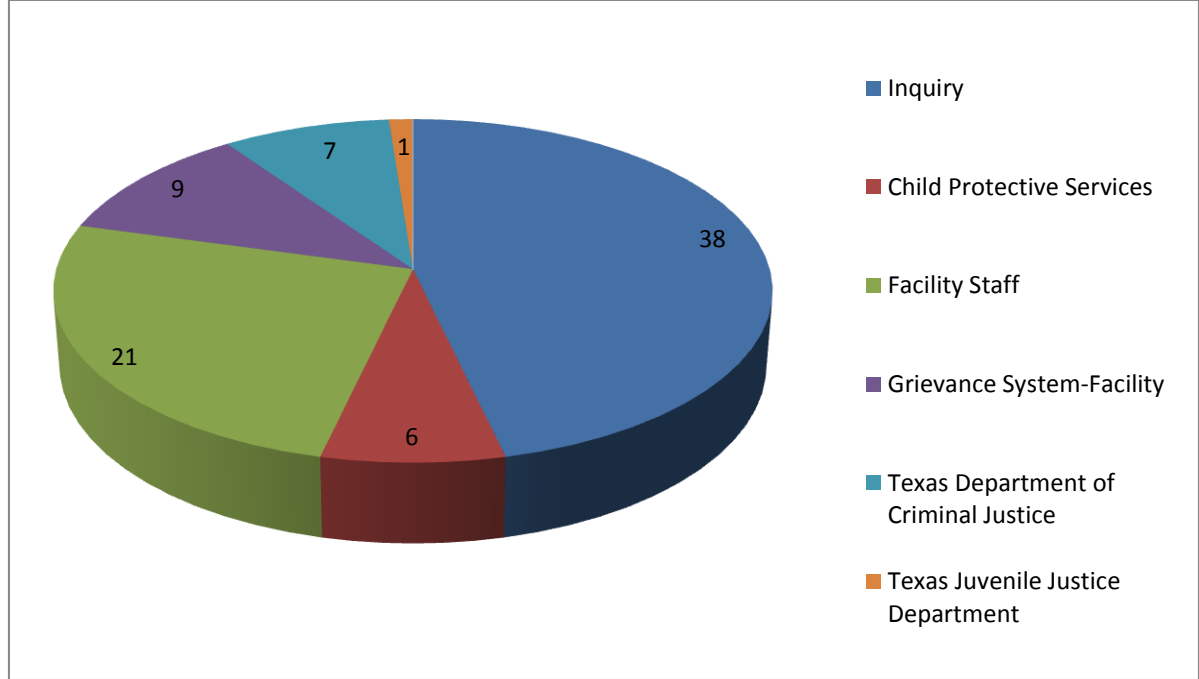
Inquiries/Referrals for TJJD- FY 16



Inquiries/Referrals for County Post-Adjudicated Facilities-Fourth Quarter FY 16



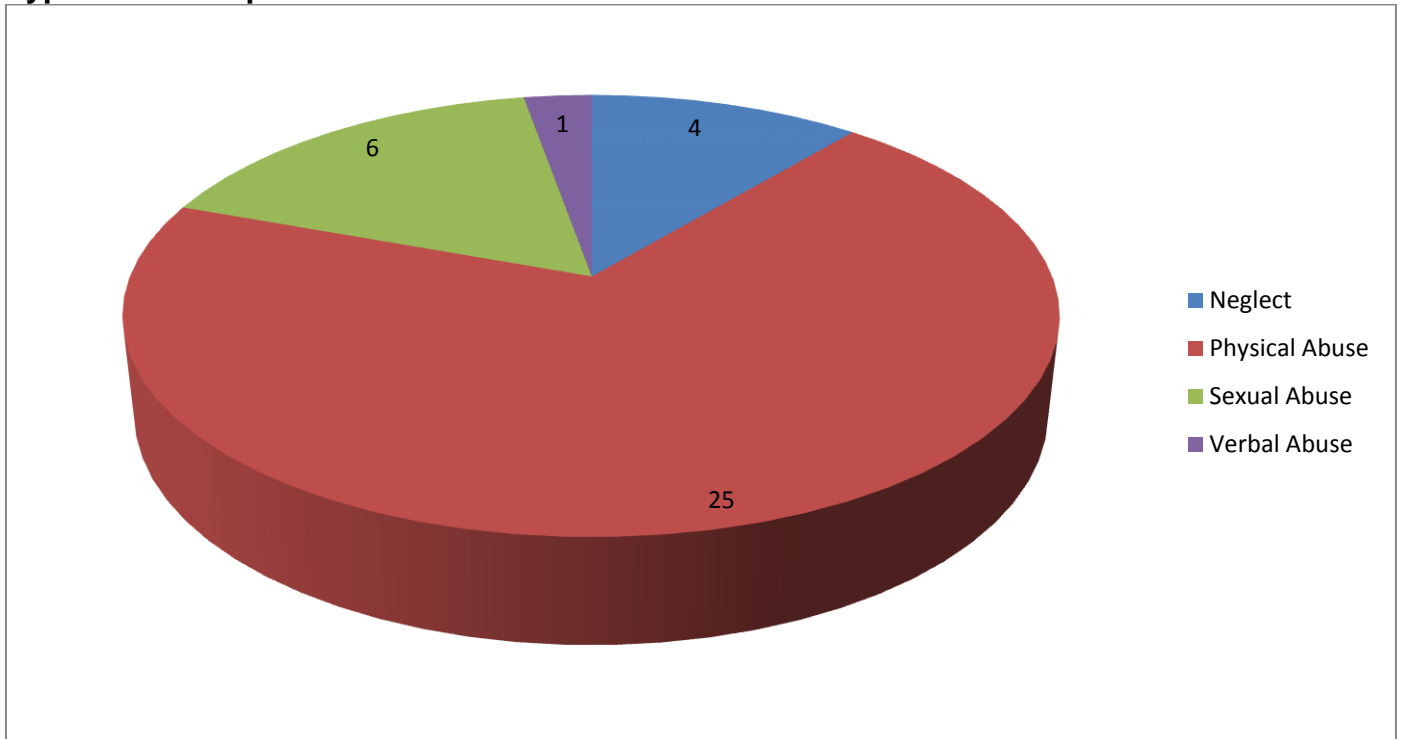
Inquiries/Referrals for County Post-Adjudicated Facilities-FY 16



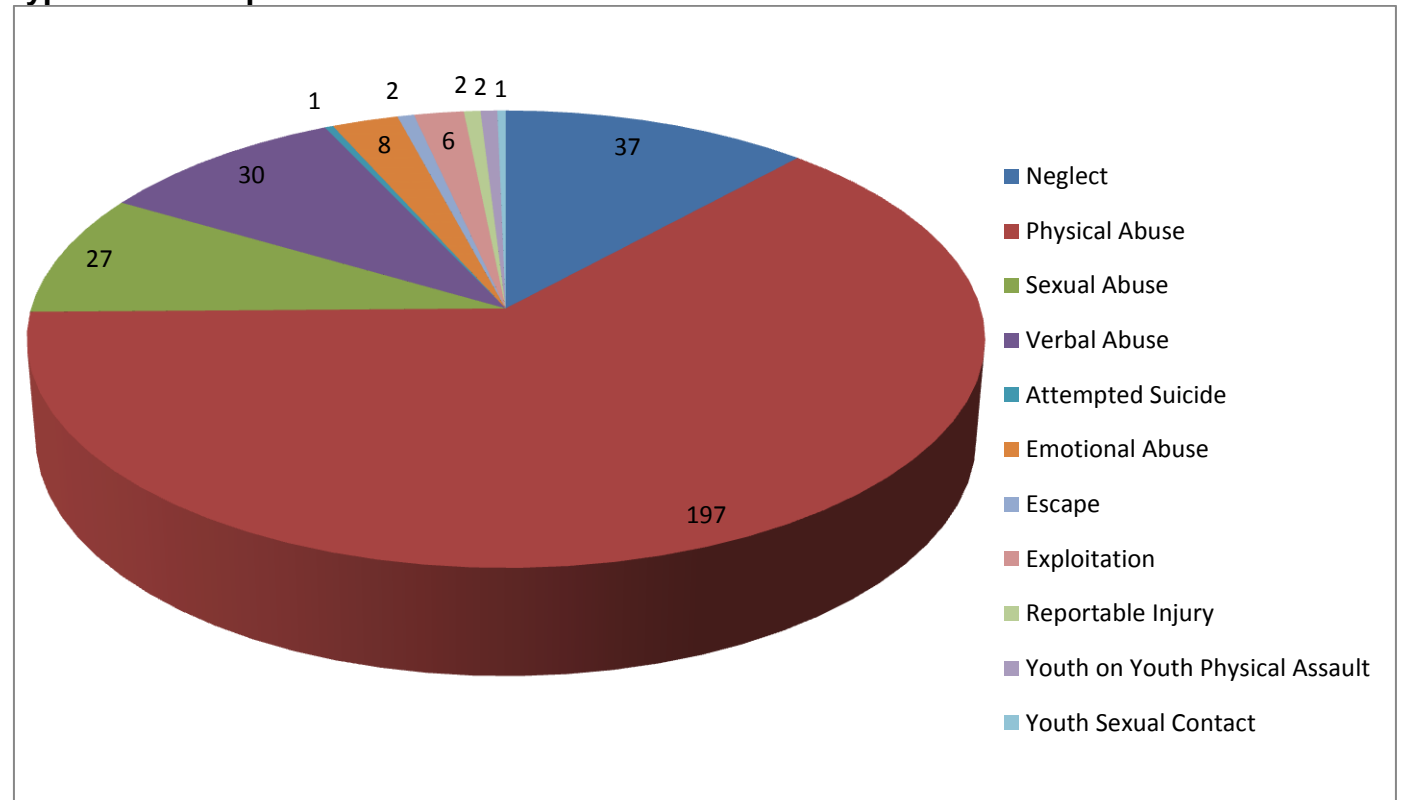
Reports of Abuse, Neglect and Exploitation from County Operated Facilities*

The IO reviewed 36 ANE reports in the fourth quarter and 313 during FY 16.

Type of ANE Report-Fourth Quarter FY 16



Type of ANE Report-FY 16



*These reports are reviewed by the IO, but there is no investigation or determination of findings made by the office. The IO tracks these incidents for indications of systemic issues and trends.